Baldrige Program

Created by Congress in 1987, the Baldrige Program helps organizations improve and succeed in the global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by trained experts, workshops on how to improve, and events that showcase best management practices.

Baldrige in Georgia

- 10 Georgia applicants for the Baldrige Award (2005–2019)
- 1 Georgia applicant in 2013 represents 1,906 jobs, 2 work locations, around $250 million in revenues/budgets, and an estimated 88,000 customers served.
- 17 Baldrige examiners from Georgia volunteered about $382,500 in services in 2019.

Georgia National Role Model

The Ritz-Carlton Hotel Company (now part of Marriott International), service, 1992, 1999

Success Story

The only two-time recipient of the Baldrige Award in the service category, The Ritz-Carlton Hotel Company manages dozens of luxury hotels worldwide. All have received four- or five-star ratings from the Mobil Travel Guide and diamond ratings from the American Automobile Association. More than 85% of the company’s employees—known as “Ladies and Gentlemen of The Ritz-Carlton”—are frontline hotel workers. Through extensive training programs and professional development opportunities, the company encourages personnel to advance. In fact, former Ritz-Carlton President and Chief Operating Officer Horst Schulze began his career as a waiter’s apprentice at a hotel. An independently operated division of Marriott International, Inc., the hotel was headquartered in Atlanta when it won its Baldrige Awards.

Selected Results

- 99% of guests satisfied with their overall experience; more than 80% “extremely satisfied”
- Near doubling of pretax return on investment and earnings (before income taxes, depreciation, and amortization) over 4 years

Georgia Oglethorpe Award

The Alliance for Performance Excellence (www.BaldrigeAlliance.org) is a nonprofit national network of Baldrige-based organizations with a mission to grow performance excellence in support of a thriving Baldrige community. Alliance members include Baldrige-based programs that use the Baldrige Excellence Framework to serve organizations from all sectors in their region, state, or a specific industry. These programs annually evaluate and recognize over 1,000 organizations and serve as the feeder system for the national Baldrige Award.

Georgia Oglethorpe (www.georgiaoglethorpe.org) is a nonprofit public-private partnership that provides services to Georgia’s business, industry, government, education, health care, and nonprofit organizations. It promotes both strategic and tactical organizational performance improvement and excellence. This is achieved by offering education, assessment, feedback, and recognition based on the Criteria for Performance Excellence.
Governor’s Sterling Award Recipient in Georgia
WellStar Paulding Hospital

AHCA/NCAL National Quality Award Recipients in Georgia

The AHCA/NCAL National Quality Award Program provides a pathway toward performance excellence for providers of long-term and post-acute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Archway Transitional Care Center (Bronze, 2019)
Arrowhead Health & Rehab. (Silver, 2018)
Azalea Health & Rehab Center (Bronze, 2019)
Azalealand Nursing and Rehabilitation (Silver, 2019)
Bainbridge Health & Rehab. (Silver, 2018)
BayView Nursing and Rehab Community (Bronze, 2019)
Berman Commons (Bronze, 2019)
Bolingreen Health & Rehab. (Silver, 2017)
Brighton Gardens of Buckhead (Silver, 2018)
Brighton Gardens of Dunwoody (Silver, 2017)
Cabloun Nursing Home (Bronze, 2018; Silver, 2019)
The Center for Advanced Rehab. at Social Circle (Silver, 2017)
Chelsey Park Health & Rehab. (Bronze, 2018; Silver, 2019)
The Cohen Home (Bronze, 2019)
Comer Health & Rehab. (Gold, 2018)
Eagle Health & Rehab. Center (Silver, 2017)
Eastview Nursing Center (Bronze, 2019)
Evergreen Health & Rehab. Center (Silver, 2018)
Fort Gaines Health & Rehab. (Silver, 2017)
Fort Valley Health & Rehab. (Silver, 2017)
Gibson Health & Rehab (Bronze, 2019)
GraceMore Nursing & Rehab. (Silver, 2017)
Hartwell Health and Rehabilitation (Silver, 2019)
Heritage Inn of Barnesville (Silver, 2017)
High Shoals Health & Rehab. (Silver, 2018)
Jesup Health & Rehab. (Silver, 2018)
Lillian G. Carter Health & Rehab. Center (Silver, 2017)
Lynn Haven Health & Rehab. (Silver, 2017)
Magnolia Manor Nursing Center (Bronze, 2019)
Magnolia Manor of Columbus Assisted Living (Bronze, 2019)
Magnolia Manor of Columbus—East (Bronze, 2019)
Magnolia Manor of Marion County (Silver, 2017)
Miller Nursing Home (Bronze, 2018; Silver, 2019)
Miona Geriatric & Dementia Center (Bronze, 2019)
NHC at Rossville (Bronze, 2019)
The Oaks at Carrollton Assisted Living (Bronze, 2019)
The Oaks Bethany Assisted Living (Bronze, 2019)
The Oaks Nursing Home, Inc. (Bronze, 2019)
The Oaks-Athens (Bronze, 2019)
The Oaks-Limestone, LLC (Bronze, 2019)
The Oaks-Scenic View, LLC (Bronze, 2019)
Orchard Health and Rehabilitation (Bronze, 2019)
Oxley Park Health & Rehab. (Bronze, 2018; Silver, 2019)
Pinewood Manor Nursing and Rehabilitation Center (Bronze, 2019)
PruittHealth-Austell (Bronze, 2019)
PruittHealth-Covington (Bronze, 2019)
PruittHealth-Decatur (Bronze, 2019)
PruittHealth-Forsyth (Bronze, 2019)
PruittHealth-Griffin (Bronze, 2019)
PruittHealth-Holly Hill (Bronze, 2019)
PruittHealth-Jasper (Bronze, 2019)
PruittHealth-Lanier (Bronze, 2019)
PruittHealth-Macon (Bronze, 2019)
PruittHealth-Marietta (Bronze, 2019)
PruittHealth-Palmyra (Bronze, 2019)
PruittHealth-Sunrise (Bronze, 2019)
Riverside Health & Rehab. (Silver, 2018)
Roberta Nursing & Rehab (Bronze, 2019)
Scepter Senior Living Center, LLC (Silver, 2017)
Scott Health & Rehab Center (Bronze, 2019)
Southwell Health and Rehabilitation (Bronze, 2019)
Sparta Health & Rehabilitation (Bronze, 2019)
Summerhill Senior Living Community (Bronze, 2019)
Sunrise Assisted Living at Five Forks (Silver, 2018)
Sunrise at Huntcliff Summit (Silver, 2018)
Thomson Manor LLC (Bronze, 2019)
Townsend Park Health & Rehabilitation (Silver, 2019)
Treatlenn County Health & Rehab. (Silver, 2018)
Twin View Health & Rehab. (Silver, 2018)
Wellstar Paulding Nursing Center (Bronze, 2019)
15 Bronze winners, 2017
22 Bronze winners, 2018